



STATE OF CALIFORNIA
Arnold Schwarzenegger, Governor
HEALTH AND HUMAN
SERVICES AGENCY
S. Kimberly Belshé, Secretary
DEPARTMENT OF
SOCIAL SERVICES

PUB 179 (3/04)



						MANUAL ALPHABET		
						MANUAL NUMBERS		

COMMUNICATION GUIDELINES

When communicating with a deaf or hard of hearing person:

- Get the deaf or hard of hearing person's attention first (tap gently on the shoulder or wave your hand).
- Establish eye contact with the deaf or hard of hearing person.
- Sign the manual alphabet to fingerspell names and other key words for which there are no signs listed in this brochure.
- Use natural facial expressions, gestures, and pantomime (e.g., negative words accompanied by shaking of the head).
- Speak directly to the deaf or hard of hearing person at a moderate pace while signing.
- Make sure your mouth can be seen.
- Rephrase the sentence if you are not understood.
- When all else fails, write it down or draw a picture.
- Most importantly, remember that patience is a language we can all understand.



California Department
of Social Services
Office of Deaf Access
DEAF ACCESS
PROGRAM
744 P Street, MS 6-91
Sacramento, CA 95814
(916) 653-8320 (Voice)
(916) 653-7651 (TDD)

www.dss.cahwnet.gov/cdssweb/OfficeofDe_189.htm